



## Housing Programs Supervisor

### SUMMARY

Under general direction, provides a wide variety of supervisory level support work in creating, implementing, and administering housing, redevelopment, and CDBG projects, programs, and agreements; reviews, monitors, and processes housing and economic development initiative grants for projects; acts as liaison for the Town with a variety of private, public, and community organizations and regulatory agencies; conducts studies, develops recommendations for action, and policies and procedures; provides professional assistance to Town management staff in areas of expertise; assigns and reviews the work of staff; performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Town Manager. Exercises direct and general supervision to professional, technical, and administrative support staff.

**ESSENTIAL FUNCTIONS** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Coordinates, implements, and maintains Town housing, redevelopment, and CDBG programs provided to the local community, including recommending, developing, updating, and implementing housing and redevelopment programs, projects, financial administration, and contract compliance.
- Confers with and informs members of the business community (i.e., developers, nonprofits, outside agency officials, and local housing advocates) and the general public regarding Town housing and redevelopment programs, policies, procedures, and standards, including establishing and maintaining effective working relationships.
- Prepares and processes loan applications from start to completion for the rehabilitation of real property of targeted income groups, including interviewing applicants, performing intake duties, processing loan applications, evaluating, collecting, and verifying application information, explaining the various Town Housing and Redevelopment Programs to prospective lenders and loan recipients, and taking applications through to the approval process.
- Prepares and processes grant applications; monitors and implements grant funding for Town programs in the area of housing and redevelopment, including reporting grant funding activities according to applicable grant regulations.
- Implements and monitors procedures for loan/grant closings, including coordinating and interacting with owners and escrow companies, setting up loan collection accounts, and implementing procedures regarding loan/grant defaults, loan extensions, and related monitoring requirements.
- Provides oversight of property inspections and related work write-ups; monitors adherence to program eligibility and guidelines; prepares rehabilitation contracting documents, and monitors the bidding process and work.

- Facilitates resolution of contract disputes between homeowners and contractors; disburses funds to contractors for work completed, including providing the final accounting of loan proceeds, and adjusting and documenting changes to note as required.
- Assists with the coordination and participation of economic development marketing and trade show events.
- Monitors changes in laws, regulations, and technology that may affect housing operations; recommends and implements policy and procedural changes as required.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends, develops, and implements modifications to programs, policies, and procedures, as appropriate.
- Prepares written staff reports and agenda items regarding various housing and redevelopment projects for the Town Council, various committees, and advisory boards; prepares marketing and information materials to promote housing, redevelopment, and CDBG programs (i.e., brochures, handouts, news releases).
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff.
- Assists with and performs a variety of personnel actions including selection of staff, employee review, and other functions.
- Establishes and maintains records and files for Town rehabilitation, CDBG, and redevelopment programs, including all documentation regarding loans, contracting agreements, and fund disbursements.
- Conducts field survey work, including gathering data for State and Federal grant applications, and verifying project status.
- Participates in the preparation and monitoring of the annual budget for various housing and redevelopment programs.
- Acts as the Town's representative and liaison on relevant topics, including but not limited to, responding to questions and comments from the public in a courteous and timely manner; collaborating with involved parties to reach resolutions on identified issues; speaking in public and making public presentations.
- Prepares a variety of written correspondence, reports, policies, procedures, ordinances, and requests for proposal, agreements, and other written materials.
- Receives, investigates, and responds to citizen complaints, inquiries, and requests for services.
- Performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is the fully experienced professional-level management support class capable of performing the complete range of project planning, administration, and final implementation for complex and sensitive housing projects. Responsibilities include developing and implementing policies and procedures for housing programs, including budget development, financial administration, reporting, expenditure monitoring, grant funds disbursement, contract administration, management analysis, and program evaluation. Successful performance of the work requires knowledge of public policy and municipal functions and activities. This class is distinguished from the Assistant Director of Economic Development and Housing in that the latter has overall responsibility for all economic development and housing functions and for developing, implementing, and interpreting public policy

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience Guidelines**

*An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from a four-year college or university with major coursework in business or public administration, economics, or a related field, and four (4) years of responsible professional experience with housing and/or redevelopment projects, and programs including lead or supervisory experience and extensive public contact.

### **LICENSE AND CERTIFICATION REQUIREMENTS**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions and services of a municipal government.
- Principles and techniques of conducting analytical studies, evaluating alternatives, and making sound recommendations.
- Basic principles, practices and funding sources for redevelopment, economic development affordable housing, and related programs and projects.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, local laws, codes, and regulations.
- Public relations techniques.
- Principles and practices of public agency budget development and administration, and sound financial management policies and procedures.
- Techniques of contract administration.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

### **Ability to:**

- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Coordinate and oversee departmental and programmatic administrative, budgeting, and fiscal reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Interpret, apply, and explain complex Federal, State, local laws, codes, regulations, departmental policies, and procedures.
- Conduct research on a wide variety of administrative topics including project feasibility, grant funding, contract feasibility, budget and staffing proposals, and operational alternatives.
- Select, supervise, train, and evaluate staff.

- Understand the organization and operation of the assigned department and of outside agencies as necessary to assume assigned responsibilities.
- Prepare clear and effective reports, correspondence, policies, procedures, and other written material.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively conduct meetings and make presentations to various groups.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to visit various Town and meeting sites and to inspect various residential sites; vision to read printed materials, a computer screen, and to perform inspections; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Inspections are frequently performed that may require exposure to inclement weather conditions. Employees may interact with upset public and private representatives, and contractors as a result of interpreting and enforcing departmental policies and procedures.

*\*FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*